**Package Overview for Assessors**

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| **Training Package** | SIT 07 Tourism, Hospitality and Events |
| **Unit(s) /Elements to be assessed by this package:** | **SITXCOM004A:** Communicate on the Telephone  1. Respond to incoming telephone calls  2. Make telephone calls |

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| **Package contents and information for assessors** | **Page**  **2 - 3** | The **Assessment Notice** describes the activities used for assessment and is provided to students. |
|  | **Page**  **4** | **Evidence portfolio sheet**  Use the evidence sheet by dating and signing, when you observe the student completing tasks, to the standard expected in the enterprise.  Note that students are required to demonstrate the criteria on a number of occasions.  A copy of the evidence portfolio sheet should be provided to students on the back of their Assessment notice. |
|  | **Pages**  **5 - 6** | **Open book test** |
|  | **Pages**  **7 - 8** | **Open book test acceptable answers** |
|  | **Pages**  **9** | **Windy Sails restaurant information sheet for role play.**  Class set of information sheets available in the filing cabinet in the store room |
|  | **Page**  **10** | **Work placement contact sheet**  After the call is made the sheet is then handed to the assessor . |
|  | **Page**  **11** | The **Assessment feedback sheet** should be completed by the assessor and provided to the student when the assessment activities have been completed and additional verbal feedback and opportunities for re- assessment if necessary discussed. |
| **Equipment and/or resources required** |  | telephone books  information cards re Windy Sails restaurant  phones |
| **Other comments** |  |  |

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### Assessment Notice

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| **Training Package:** SIT 07 Tourism, Hospitality and Events | |
| **Assessor / Teacher:** | |
| **Unit of competency:**  **SITXCOM004A:** Communicate on the Telephone | |
| **Observation:** participation in two (2) role plays  **Open Book Test**  **Work placement:**  contact prior to and during work placement |

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| **Task 1 Observation**  You will participate in a couple of role plays where you will be provided with the opportunity to demonstrate your ability to respond to, and make a telephone call.  Your assessor will record when you have met the appropriate criteria on the evidence portfolio sheet. A copy of the evidence portfolio sheet is on the following page. Before each role play your assessor will discuss the elements to be assessed.  Note: that you are required to demonstrate the criteria on a number of occasions.  Role play 1 – respond to a phone call  You will undertake a mock phone call where you are to answer the telephone and respond to caller enquiries about a restaurant.  Information about Windy Sails is attached to assist you in the role play.  Role play 2 – make a phone call  The Chef has received the wrong seafood order from Costi Brothers. On checking you find you have been given 20 kg small green prawns. The original order was for 30 kg green king prawns. The chef asks you notify the supplier of the problem and arrange for the order to be rectified.  You are to make the call and record the information for the chef.  **Part 2 Open book Test**  You will be provided with a worksheet which must be completed during class time. The exercise is open book which means you may bring your notes or other resource materials with you. If you have trouble understanding the exercise please ask you teacher for assistance. The option of a verbal activity is available if required. |

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| **Part 3 Work placement**  First contact  You are to make a call to your nominated work placement site and complete the work placement first contact sheet attached.  Contact during work placement  You are to make a call to your teacher to inform them of your arrival at the work place site and also during the placement to answer a call from your teacher. |

# EVIDENCE PORTFOLIO

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Candidate name: |  | | | |
| Unit of competency | **SITXCOM004A:** Communicate on the Telephone | | | |
| Instructions for the Student | | | | |
| 1. Your assessor will place their initials and date in a box to show that you completed each  aspect of the task to the standard expected in the enterprise. | | | | |
| **Observation checklist** | | | | |
| Respond to incoming telephone call | | | |
| **Did the candidate….** | | | |
| answer the call promptly, clearly and politely in accordance with enterprise standards | | Role play | Work placement |
| offer friendly assistance and repeat details to caller to confirm understanding | |  |  |
| accurately record requests and information and relay information to appropriate person | |  |  |
| Make telephone call | | | |
| **Did the candidate….** | | | |
| obtain the correct telephone number / equipment is used correctly | | Role play | Work placement |
| clearly communicate their name, company and reason for calling in a polite and courteous manner | |  |  |
| document outcome of telephone call | |  |  |



**SITXCOM004A**

Communicate on the Telephone

**Open Book test**

Answer the questions in relation to the situation below.

Remember to use your notes.

Situation

|  |
| --- |
| You are working at the reception desk of Windy Sails Hotel |

1. Besides an appropriate greeting, identify three (3) other features of good telephone

Etiquette

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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2. List three external sources of information you would use when obtaining correct

telephone numbers to ring

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3. Using examples, explain the three different types of questioning techniques that may be

utilised when answering the phone to a customer or colleague

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4. Vicky, a Room Attendant at the Windy Sails Hotel has called reception to report a

fire. List four questions you should ask Vicky.

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5. Outline the course of action you should take once the call with Vicky ends.

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6. Using the message form below, write a message for the following telephone call.

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| **Mary Jones calls the Windy Sails Hotel on Friday 14th February at 9.30.**  The details of which follow:  *Receptionist: Good afternoon, Windy Sails restaurant, Michael speaking, how may I help you?*  Caller: Hello, could you put me through to the Banquets Coordinator?  *Receptionist: I'm sorry, but he is not available, he is at a conference this morning.*  *Would you like to leave a message?*  Caller: Yes, please. My name is Mary Smith. I will be having my wedding  reception at the restaurant in a few weeks. I need to change the number of  guests attending and I wanted to know how that would affect the seating plan.  Could you get him to give me a call as soon as possible on 92087105  *Receptionist: (The receptionist repeats the message back to the caller).*  *Thank you for your call Miss Jones I'll pass the message on to Andrew as*  *soon as he gets in.* |

|  |  |
| --- | --- |
| |  | | --- | | Please call ⁯  Returned your call ⁯  Will call back ⁯ |     **Windy Sails Hotel Telephone Message**  To: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  From: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_ am / pm  Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Message: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Message taken by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |



**SITXCOM004A**

Communicate on the Telephone

**Answers**

Answer the questions in relation to the situation below.

Remember to use your notes.

Situation

|  |
| --- |
| You are working at the reception desk of Windy Sails Hotel |

1. Besides an appropriate greeting, identify three (3) other features of good telephone

Etiquette

* Courteous language
* Friendly tone
* Clear articulation
* Accurate relaying of messages

2. List three external sources of information you would use when obtaining correct

telephone numbers to ring

* Telstra directory assistance
* White / yellow pages
* Corporate web pages
* Business receptionists

3. Using examples, explain the three different types of questioning techniques that may be

utilised when answering the phone to a customer or colleague

* Open question – are used to give an opportunity to provide detailed information

e.g When were you considering visiting the resort?

* Closed question – only receive back from the customer very limited amounts of information

e.g Would you like for me to book a room with a view?

* Reflective questions – used to clarify or seek information

e.g You require a room with a view as well as a spa

4. Vicky, a Room Attendant at the Windy Sails Hotel has called reception to report a

fire. List four questions you should ask Vicky.

* What is your name and which department are you from?
* Where are you?
* Is anyone injured or trapped?
* What was the cause of the fire?
* What action has been taken so far?

5. Outline the course of action you should take once the call with Vicky ends.

* Management and supervisors should be informed
* Emergency services need to be called with all the details of the location, the type of fire and if anyone is injuried
* Evacuation needs to be initiated

6. Using the message form below, write a message for the following telephone call.

|  |  |
| --- | --- |
| |  | | --- | | Please call ⁯  Returned your call ⁯  Will call back ⁯ |     **Windy Sails Hotel Telephone Message**  To: Banquets Coordinator - Andrew  From: Mary Smith  Date: 14th Feb Time: 9.30 am / pm  Phone: 92087105 Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Message: Mary Smith would like to change her guest numbers and would like to know  how this will affect the seating plan  Message taken by: Michael (reception) |

### Information Sheet



Windy Sails

Restaurant

**Opening hours:** Lunch from 12pm-3.30pm

Dinner from 6pm-11pm

**Style of Restaurant**: Fine dining.

*(The unofficial policy is that children are not welcome)*

**Policy for bookings:** - Credit card number taken on booking

- Phone contact required

- banquet menu only for parties of more than 10

All the usual requirements are met e.g. wheel chair access, vegetarian meals etc.

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| **Menu Sampler**  **Entree**  Cooked Chilled King Prawn Cocktail: avocado mousse, zesty seafood sauce  Garlic Prawns: poached in garlic and thyme with a hint of chilli, infused olive oil, scented rice  Mixed Entree Platter (for two): a selection of our entrees: baked scallops, braised octopus, spiced calamari, Kilpatrick oysters and prawn cocktail.  **Main**  Wok steamed mussels: spicy Thai style black mussels tossed with fresh cooked pasta  Seafood pasta: selection of seafood, tossed in garlic, cream and herb butter …  Pan seared and baked snapper fillet: Romanoff potato with bacon, sundried capsicum, sesame seed and herb vinaigrette  Grilled Barramundi Fillet: with sautéed potato, roasted garlic and almond sauce  Salads and Sides  Rocket, parmesan cheese, mustard seed and balsamic  Sweets Finale  Select Australian Cheese Plate: served with walnut bread and lavosh crackers.  Fresh Fruit Plate  Vanilla Bean Creme Brulee |



**SITXCOM004A**: Communicate on the Telephone

Work placement: First contact

**1** Note who is the appropriate, initial contact person for your work placement.

Write down their name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and prepare to contact them by:

**a** finding out the correct phone number and noting it down clearly \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**b** writing a script prior to phoning to ensure all relevant queries are addressed (such as confirmation of start and finish times, the correct attire, how to get into the building and so on)—show this to your assessor prior to making the call and make any changes as required. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**2** Have the script on hand when you make the call, a minimum of one week prior to your placement, ensuring you do not call at a peak time for the workplace (they will not be interested in talking to you in the middle of a busy service).

**3** Have a pen on hand when you phone. Note down the:

day \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,

date and time of the call \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and any relevant points made during the call.

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**4** Sign it and hand in to your assessor for marking.

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Signature Date

Wyndham College VET Faculty



### Assessment Feedback

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| **Training Package:** SIT 07 Tourism, Hospitality and Events |
| **Assessor / Teacher:** |
| **Unit of competency:**  **SITXCOM004A:** Communicate on the Telephone  1. Respond to incoming telephone calls  2. Make telephone calls |
| **Overall result:**  competent not yet competent |

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| --- | --- | --- | --- |
| **Evidence** |  |  | Date |
| Observation / Evidence sheet | satisfactory | not yet satisfactory |  |
| Unit Test | satisfactory | not yet satisfactory |  |
| Work placement – first contact | satisfactory | not yet satisfactory |  |
| Work placement – contact during placement | satisfactory | not yet satisfactory |  |

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| **Assessor / Teacher Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: ……………….. |
| **Student Comment:**  **Signature:**  ……………………………………………………………………….. **Date**: ………………… |